

United States Bankruptcy Court  
District of New Hampshire

December 2005 Helpful Hints

1. To **ensure** the Judge's signature, the date signed and **any changes made to an order appear on the printed version** certain settings in Adobe Acrobat must be checked. In Adobe Version 5, the "Print Comments" box must display a check mark on the Print screen. In Adobe Version 6, *Document and comments* must display in the "Print What" field on the Print screen. In Adobe Version 7, *Document and Markup* must display in the "Comments and Forms" field on the Print screen.
2. To **change your CM/ECF password**, simply click on the *Utilities* option on the menu bar, then choose *Maintain Your ECF Account*. Click on the button *More user information*, type in the desired password and then click on the button *Return to Account* screen. You must then click the *Submit* button on the Maintain User Account screen and then click on the *Submit* button on the next screen. You successfully made the change when you receive a message saying "The update was successful." Your login should never be changed, however we recommend changing your password as often as you feel is appropriate.
3. Did you know the "**cache**" on your browser **should be cleared weekly**? In Internet Explorer click on *Tools*, then click on *Internet Options*. Click on the *General Tab* then click *Delete Files*, click *OK*, then click *OK* again. This will ensure you see all CM/ECF screens properly and quicken the response time.
4. Effective August 28, 2005 all **CM/ECF users making fee payments electronically** must use Internet Explorer 5.5 or higher as their browser. This is the only browser currently supported by the Treasury's Pay.gov system.
5. **E-mail addresses** on your accounts **must be kept current**. Many users have multiple e-mail addresses on their accounts. When someone leaves your office their e-mail address needs to be removed as quickly as possible from your account to ensure the court does not receive undeliverable e-mail. To remove or change an e-mail address you can contact the CM/ECF Help Desk at 866-252-6323. You can change it yourself by clicking on the *Utilities* option on the CM/ECF menu bar. Choose *Maintain Your ECF Account* then click on the button *Email information*. Only one e-mail address can be listed in the primary box, up to 8 addresses can be listed in the additional address box, one address per line. Make the appropriate addition, deletion or change, then click on the button *Return to Account screen*. Click on the *Submit* button on the Maintain User Account screen and then click on the *Submit* button on the next screen. You successfully made the change when you receive a message saying "The update was successful." All e-mail addresses on the account will then be listed.

6. Sometimes when **adding or modifying an e-mail address** a user may receive an **error message** saying “The email address entered was invalid. Please reenter it.” This may be due to an extra space or character in the address that is not visible or obvious. Completely delete/remove the address then add it again ensuring the cursor is at the far left side of the address box. If you continue to receive an error message contact our CM/ECF Help Desk at 866-252-6323.
7. By choosing the Utilities option on the **CM/ECF** menu bar, a number of **reports** are available to users **free of charge**. These include View Your Transaction Log, which allows you to review all items you have filed; Internet Payment History, which allows you to review all items for which you have paid a filing fee; and Review Billing History, which allows you to review all PACER activity billed and associated with your CM/ECF login/password.
8. **Interested in a case but not ready to file an appearance?** There is a way to receive notice of all filings in a case without being listed on the NEF (Notice of Electronic Filing). Click on the *Utilities* option on the CM/ECF menu bar then click on *Maintain Your ECF Account*. Click on the button *Email information*, then check the box “Send notices in these additional cases”, enter case numbers into the box (i.e. 05-99999 for bankruptcy cases or 05-9999 for adversaries) then click on the button *Return to Account screen*. Click on the *Submit* button on the Maintain User Account screen and then click on the *Submit* button on the next screen. You successfully made the change when you receive a message saying “The update was successful.” The case number(s) will be listed.
9. Did you know that if you **log into PACER, then later use the same computer to log into CM/ECF** you may not see all CM/ECF filing screens? Clearing the cache, as detailed in number 3 above, then choosing an option on the CM/ECF menu should correct this.
10. Having **problems with paying filing fees** but you know you previously disabled your pop-up blockers? It’s possible the problem may be due to an installation of a Yahoo or Google toolbar on your computer. If one has been installed you will be able to locate it by looking directly below the browser address box and verifying if it says either Yahoo or Google on the toolbar. If you do have one of these toolbars, then you must disable pop-ups on that toolbar as well by choosing the pop-up option.